

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3853

TITLE: Housing Services Specialist II

GRADE: S-21

DEFINITION:

Under supervision, provides property management or Section 8 housing services for eligible residents; or relocation services for eligible residents and businesses; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Positions allocated to this class independently perform diverse housing services of moderate difficulty. Housing Services Specialist II positions may supervise or monitor the work of support positions, non-profit agency personnel and/or vendors.

ILLUSTRATIVE DUTIES:

As a Public Housing Property Manager

Performs property management work for several multi-family low and moderate income housing projects;
Conducts home visits to assess potential clients' living situation and family size, and determine appropriate placement;
Prepares, explains and enforces leases and amendments;
Conducts orientation sessions in units to explain tenant responsibilities for unit/yard care, use of appliances and condominium/homeowner association rules and regulations;
When necessary, prepares documentation and testifies at hearings to discuss violations and possible termination of assistance;
Conducts move-in, move-out, annual and special unit and site inspections;
Notes problems with units and determines whether the Property Improvement and Maintenance Division or the residents will make repairs and follows up to ensure repairs are made;
Handles ongoing case management responsibilities (i.e., identifies, documents and follows-up on family, financial, health, recreational and legal problems among tenants and makes referrals or consults with the Resident Services Unit);
Enters resident information into the automated information management system (HOMES);
Completes monthly management reports on managed properties;
Attends staff/team meetings, resident, condominium and homeowners association meetings;
Meets monthly with police to discuss problem areas;
Supervises on-site, part-time management aide positions;
Administers/monitors contracts for extermination, grounds maintenance/dead tree removal, moving, custodial services and fire extinguisher maintenance and replacement; and
May serve as a night security manager for properties located throughout the County.

As Property Manager of Diverse Projects

Provides property management of a mobile home park, several group homes and transitional housing units which operate under a variety of federal, state and local assistance programs;
Acts as an occupancy specialist for the Federal Housing Opportunities for Persons With Aids (HOPWA) program;
Maintains waiting lists, conducts annual and interim tenant recertifications and determines rent;
Conducts property, site and unit inspections;
Coordinates property improvements and repairs with the Property Improvement and Maintenance Division and prepares cost summaries of group homes' maintenance work orders for submission to Fairfax-Falls Church Community Services Board (CSB);
Enters new and recertification data into the HOMES system;
Works with tenants, CSB and other non-profit groups to enforce lease agreements, mobile home standards and federal, state and local regulations;
Counsels tenants on lease violations and responds to resident complaints;
Conducts fraud investigations as necessary;
When necessary, prepares documentation and works with Sheriff's Office, attorneys and agency staff regarding eviction proceedings and testifies in court;
Works closely with local organizations and the Police Department to discuss problem areas;
Recommends and drafts amendments to policies, procedures and leases;
Attends staff/cluster meetings;
Prepares correspondence and reports related to projects managed; and
Administers/monitors contracts for extermination, grounds maintenance/dead tree removal, moving, custodial services and fire extinguisher maintenance and replacement.

As Property Manager of a Large Senior Housing Facility

Interviews and screens applicants;
Selects and orients new tenants;
Prepares, explains and enforces leases and amendments;
Consults with services providers and community groups to obtain assistance for tenants as appropriate;
Initiates termination proceedings and attends court hearings if necessary;
Enters data into HOMES system;
Coordinates with a Social Worker (from the Department of Family Services), a Public Health Nurse and Home Health Aides (from the Health Department) to assess residents' health and well-being;
Meets with individual residents and families to discuss concerns and offer assistance and referrals;
Conducts annual and interim resident recertifications;
Performs contract administration responsibilities for the property (e.g., food service, lawn and garden work, etc.);
Coordinates maintenance and repair work;
Prepares projections on proposed rent per unit for upcoming budget year and ensures that tenants receive 30 day notice of changes to rent;
Works with site managers to investigate, report and conduct hearings on cases of suspected fraud;
Conducts site, building and unit inspections;

Ensures provision of weekly tours for the public;
Prepares monthly reports for FASTRAN, meals, and others as required;
Selects and trains staff;
Supervises clerical positions and positions which oversee the facility during the off-hours and on weekends and holidays;
Responds, or ensures response to, all emergencies on the property (medical, safety, etc.);
Oversees monitoring of off-site elderly facility, writes procedures, updates procedures manual, reviews communication log and resolves matters related to after-hours emergency issues with contract management company; and
Oversees emergency calls and staff response to calls received through HCD's emergency management beeper system, and updates procedures manual and resolves matters related to emergency response as needed.

As a Section 8 Certification Specialist (New or Existing Tenants)

Certifies applicants for participation in the Section 8 Housing Assistance Program working with Department of Family Services program participants on a priority basis;
Expedites processing of portability clients moving from other jurisdictions;
Prepares certificates and vouchers for eligible clients and conducts Section 8 orientation sessions;
Assists families in negotiating rental agreements and reviews tenant-landlord leases for compliance with federal, state and local laws;
Once units are selected, meets with owners to review paperwork;
Inspects properties prior to occupancy, explains necessary maintenance and repairs to unit owners and reinspects units after work is completed;
Negotiates housing payment contracts and leases (i.e., fair rent, including utility allowance);
Conducts annual, interim, special and transfer recertifications for assigned tenants;
Investigates alleged incidents of program abuse;
Prepares chronology and supporting documentation, and presents Fairfax County Redevelopment and Housing Authority's (FCRHA) case in informal hearings to determine continuation or termination of eligibility for the program;
Computes/recomputes rent and draws up promissory notes for repayment as appropriate;
Explains and interprets federal housing programs to interested landlords, realtors and property owners;
Counsels and assists tenants and landlords in resolution of housing-related and portability issues as appropriate;
Serves as hearing observer, and prepares final hearing reports to tenants, and prepares appeal forms if applicable; and
Performs occasional housing inspections when necessary due to workload demands.

As a Section 8 Housing Inspector

Conducts move-in, move-out, special, annual and follow-up unit inspections;
Notifies landlords of failed inspection items, and suppresses housing assistance payments as appropriate;
Monitors tenant compliance with regulations and investigates alleged incidents of program abuse;

Works with Certification Specialists to document evidence for informal hearings;
Explains and interprets federal housing programs to interested landlords, realtors and property owners;
Counsels and assists tenants and landlords in the resolution of housing-related and portability issues as appropriate;
Negotiates housing payment contracts and leases; and
Conducts interim, special and transfer income reviews.

As a Section 8 Damage Claim Specialist

Reviews damage claims submitted by Section 8 landlords to ensure compliance with the Tenant/Landlord Act and to determine responsibility for repairs based on the lease agreement;
Determines FCRHA liability under the terms of the housing payment contract;
Maintains information on the move-in and move-out condition of units, work completed by the landlord, the cost of repairs and receipt of documentation showing work completion;
Notifies tenants of landlords' damage claims and invites their comments;
Meets with tenants, landlords, and their attorneys on occasion, to negotiate equitable resolution of damage claim issues and attempt to arrange payment agreements and preclude financial obligation on the part of the FCRHA;
Presents the FCRHA's case in informal hearings when tenants dispute damage claims;
Completes U.S. Department of Housing and Urban Development's (HUD) special claims for landlord's signature, and processes them for payment;
Sends promissory note offers to tenants for repayment of claims and develops repayment agreements;
Maintains step-by-step procedures manual for processing damage claims; and
Counsels and assists tenants and landlords in the resolution of housing-related issues as appropriate.

As a Section 8 Contract Administrator

Acts a contract administrator for federally assisted, privately managed, new construction housing programs;
Audits new construction tenant applications and associated documentation received from contract site managers for occupancy certification, recertification and interim changes;
Monitors rent calculation, compliance with waiting list procedures and occupancy standards;
Reviews lease and/or occupancy agreements for compliance with federal regulations;
Conducts move-in, move-out, annual and special unit inspections of assigned properties;
Audits monthly requests for payment, resolves discrepancies and approves payment;
Posts and balances payment information in ledger for reconciliation with monthly payment requests;
Interprets federal regulations for site managers and provides ongoing training;
Reviews and approves requests from property management companies for annual contract rent and utility adjustments;
Prepares projections on proposed rent per unit for upcoming budget year and ensures that tenants receive 30 day notice of changes to rent;

Works with site managers to investigate, report and conduct hearings on cases of suspected fraud;
Conducts informal hearings for tenants who have allegedly committed program abuse to determine continuation or termination of eligibility for the program;
Computes/recomputes rent and draws up promissory notes for repayment as appropriate;
Counsels and assists tenants and landlords in the resolution of housing-related issues as appropriate;
May act as contract administrator for moderate rehabilitation projects; and
May process portability clients moving from other jurisdictions.

As a Relocation Advisor

Provides assistance to citizens being relocated due to project acquisition by the Fairfax County Redevelopment and Housing Authority (FCRHA), Fairfax County non-profit agencies funded by the FCRHA, and in some private relocation situations;
Maintains a caseload of residential and business displacees who are eligible for monetary and technical relocation assistance under the Uniform Relocation and Real Properties Policy Act of 1970 and other HUD regulations and funded programs;
Interprets and implements federal, state and local laws, rules and regulations pertaining to housing programs;
Interviews displacees and identifies their housing and social needs;
Counsels displacees on real estate rental, purchasing procedures and payment options;
Advocates for displacees;
Provides displacees with information and referrals for business displacees to enable reestablishment at alternate locations;
Provides information on payment options, zoning and code requirements to displacees;
Determines comparability of housing and business location referrals;
Inspects all comparables, acquired dwellings, referrals and actual replacement dwellings;
Researches legal records and appraisals;
Determines eligibility for business and residential payments;
Maintains relocation case files and data;
Coordinates and articulates federal regulation requirements for relocation cases to County staff, attorneys, landlords, lenders, realtors and vendors; and
Coordinates with moving companies under County contract and provides contract management functions for the division.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of the principles of real estate and/or property management (may be required, depending upon the area of assignment);
Knowledge of real estate rental and purchasing procedures and relocation laws (may be required, depending upon area of assignment);
Knowledge of human services facilities and programs available to County residents;
Knowledge of the issues involved with the tenant pool served;
Effective oral and written communication skills;
Ability to use a personal computer to enter and retrieve information, and create reports;

Supervisory and training skills (may be required, depending upon area of assignment);
Ability to interpret and apply federal, state and local housing assistance and/or relocation regulations;
Ability to establish and maintain effective, cooperative working relationships with tenants, relocatees, and professionals in the residential, business and human services communities;
Ability to accurately make basic mathematical calculations;
Ability to balance a heavy workload;
Ability to meet deadlines;
Ability to evaluate bids and monitor contractors;
Ability to utilize word processing and spreadsheet software.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Graduation from an accredited four-year college or university with a bachelor's degree in sociology, psychology, public administration or a related field; PLUS
Three years of experience in the field of human relations, Section 8, property management or relocation.

CERTIFICATES AND LICENSES REQUIRED:

Certification as a Public Housing Manager within one year of employment may be required for some positions, depending upon area of assignment.
Possession of a valid Motor Vehicle Driver's License may be required for some positions, depending upon area of assignment.

ESTABLISHED: October 5, 1988
REVISED: July 7, 1997